

## METER READER III

### NATURE OF WORK

This is responsible field work directing the activities of subordinate Meter Reader II's and Meter Reader I's.

Work involves the supervision and participation in water meter reading activities which includes but is not limited to: Collection of delinquent water and sanitary sewer accounts, water meter turn-offs and turn-ons, investigating customer complaints as they relate to meter reading, and other work related to the supervision of Meter Reader II's and Meter Reader I's. Work requires consultation and coordination of efforts with the Water Service Worker III in activities that affect the meter reading area. Supervision is exercised over Meter Reader II's and Meter Reader I's. General supervision is received from and work is reviewed by the Utilities Service Supervisor through conferences, reports and results achieved.

### EXAMPLES OF WORK PERFORMED

Supervises the work of Meter Reader II's and Meter Reader I's in the area of water reading: Assigning Meter Readers to specific meter book routes; recording consumption; collection of delinquent accounts; turning on and turning off water meters; and other related activities.

Investigates customer complaints as they relate to meter reading; interviews customers as required in order to determine and correct problem.

Meets on a regular basis with the Water Service Worker III to coordinate meter installation, operation, and location, and to resolve any problems or conflicts between the two sections.

Trains new personnel in the duties and responsibilities of their positions.

Prepares written correspondence to supervisors and customers as required.

Keeps a variety of records relating to the work performed by subordinates.

Performs related work as required.

### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the geography and street locations of the City and water meter locations.

Considerable knowledge of the various types of meters for reading and inspection.

Considerable knowledge of department and division rules and regulations.

Knowledge of water billing policies and procedures relative to customer accounts.

Ability to supervise, including planning and scheduling work, and evaluating the work performance of subordinate meter readers.

Ability to explain water billing procedures to utility customers in a tactful and courteous manner.

Ability to write legibly and make routine arithmetic calculations.

Ability to walk long distances in a variety of weather conditions.

Ability to maintain good working relationships with superiors and subordinates and deal tactfully and courteously with the public.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent plus considerable experience in utility meter reading including experience supervising a group of subordinate meter readers.

#### MINIMUM QUALIFICATIONS

Graduation from senior high school or equivalent plus considerable experience in utility meter reading including some experience in supervisory capacity or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

#### NECESSARY SPECIAL REQUIREMENT

Possession of a valid State of Nebraska driver's license when operating a vehicle is necessary to the satisfactory performance of assigned duties.

Approved by: \_\_\_\_\_  
Department Head

\_\_\_\_\_  
Personnel Director

11/84

PS5327